



# **Short-term Rental Study Phase 2 Engagement**

## **Report Back: What We Heard**

November 5, 2024



# Short-term Rental Study Phase 2

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## Project overview

Calgary first introduced short-term rental (STR) regulations in February 2020. Since then, the STR market has evolved and grown, and broader social and economic shifts have created new pressures and priorities for our city. We need to understand these changes and their implications. We also need to be able to adjust to and keep pace with them.

At the same time, our understanding of how to adapt and fine-tune policy approaches has improved. As Canadian cities have gained more experience with the STR market and implemented regulations, we've learned what works, what doesn't, and where policy innovation is still needed.

All of this meant that it was an ideal time to undertake a comprehensive study of Calgary's STR market and the current regulatory framework. The City of Calgary and the University of Calgary collaborated on a two-year study of Calgary's STR market through the Urban Alliance partnership. The goals were to gain an in-depth understanding of Calgary's STR market and the challenges and opportunities it presents, and to use this knowledge to recommend an updated regulatory approach for STRs that:

- is flexible, effective, and transparent,
- addresses current and emerging challenges, and
- aligns with City priorities related to housing, land use, economic development, downtown revitalization, equity, hospitality, and tourism.

## Engagement overview

Public engagement was a key component of the research. Calgarians and other interested parties shared experiences and provided feedback in Phase 1 (October 2023 – January 2024), which focused on understanding public attitudes about the STR market and its various impacts, pressures, and benefits. You can read about the Phase 1 engagement in the [Phase 1 What We Heard Report](#).

The City's project team considered The University of Calgary's research, the Phase 1 public engagement findings and consultation with other City teams to develop potential changes to the regulation of STRs in Calgary. A second phase of engagement was conducted August – September 2024 to gather Calgarians' and other interested parties' feedback on these potential changes.

It is important to note the engagement process is not about 'voting' for or against a proposal or decision and the results are not statistically representative of a population. The purpose of engagement is to collect feedback from various perspectives to be used when making decisions. Engagement findings are one factor among several in the decision-making process.



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## Engage portal page

There was a dedicated page for both phases of the project's engagement on the Engage portal on calgary.ca (<https://engage.calgary.ca/STR>). The page was open to the public and included information about the purpose of the project, background and other relevant information, the role of engagement, a timeline, and a questionnaire. The page went live on August 26, 2024.

### Accessibility:

- Plain language was used in the portal page content.
- The Engage portal's translation feature was enabled on the project's Engage portal page. It uses translation software powered by Google Translate, Amazon Translate and Localize. The languages from which users can select are: French (Canada), Arabic, Chinese (both Simplified and Traditional), Korean, Punjabi, Spanish, Tagalog, Urdu, and Vietnamese.

## Online feedback opportunity

An online feedback opportunity was available on the project's Engage portal page from August 26 to September 30, 2024. The questions were designed to gather participants' input on potential changes to The City's regulation of STRs and the opportunity was open to anyone interested in participating.

Among the 2,237 submissions, hundreds of identical or very similar submissions were noted. A technical review by the Engage portal page service provider revealed that 1,223 submissions originated from a single visitor. The remaining 1,014 submissions were considered authentic. The themes from the 1,223 spam submissions were also present in some authentic responses, ensuring those perspectives are included in this report. However, the volume of spam submissions did not affect the analysis or recommendations.

## Communications overview

The following communications and marketing tactics were used to inform Calgarians about the Short-term Rental Study Phase 2 engagement.

### Social media

- The campaign ran across Facebook, Instagram (post + story), Twitter and NextDoor receiving 486,947 impressions, 3554 link clicks and 76 shares.
- Overall, the campaign performed well, however, the sentiment on the campaign skewed negative with many comments focused on fixing current issues and city infrastructure. Examples of sentiments expressed in the comments included: The City won't listen and has already made up its mind, I should be able to do what I want with my property, restricting short-term rentals won't lower the cost of housing, and rent control is needed.
- Social media campaign overview (August 26 – September 30)
  - Facebook: August 26 – September 2, September 18 – 25
  - Instagram post: August 26 – September 2
  - Instagram story: August 26 – September 2, September 18 – 25
  - X: August 26 – September 2, September 18 – 25
  - NextDoor: August 26
  - Sample post:





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- Paid marketing campaign overview (Aug 26 – Sept. 30)
  - Digital ads ran as YouTube bumper ads (short, non-skippable video ads of up to 6 seconds that must be watched before a video can be viewed), digital web ads (translated to Simplified Chinese, Traditional Chinese, Vietnamese, Punjabi and French) and sponsored ads. As well, ads were placed in various restaurants and bars in the Beltline and surrounding areas.
  - The campaign delivered 2.2 million impressions in total – exceeding the initial goal of 1.12 million impressions.
- Media relations
  - Traditional media engagement, supported by an August 26 media release, also generated the following articles:
    - [Calgarians asked to weigh in on short-term rental regulations](#) – Caley Gibson, *Global News*
    - [City of Calgary study on short-term rentals enters second phase](#) – Scott Strasser, *Calgary Herald*
    - [Have your say on short-term rental rules in Calgary](#) – Lauryn Heintz, *CityNews Calgary*
    - [Calgary seeking input on short-term rentals](#) – Michael Franklin, *CTV News Calgary*
    - [Calgary launches Phase 2 civic engagement on short-term rentals](#) – *STAY Magazine*



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## What we asked

### Introduction

The two-year Short-Term Rental Study by the University of Calgary, in partnership with the City of Calgary, is now complete. The research data from this study, along with the reports from the first and second phases of public engagement, will inform City Administration on the recommendations to present to Council later this year. These proposed recommendations will seek to adapt current regulations, introduce new regulations, and create mechanisms to monitor the impact of the short-term rental market in Calgary on an on-going basis. From the Short-Term Rental Study and Phase 1 engagement report, we know the following about Calgary's short-term rental market:

- The STR market in Calgary has been growing since 2017. The majority of STR listings and listing growth has been concentrated in Centre City communities and developing communities, however the type of listing differs by community.
- There are approximately 5,000 short-term listings in Calgary (September 2023). A short-term rental listing could be a private room, an entire apartment/home or entire suite. This represents less than 1% of the approximate 540,000 residential properties in Calgary.
- There is a clear seasonal pattern to activity STR listings, spiking in July when Calgary hosts Stampede. However, Calgary is not considered a year-round 'tourist destination'.
- From the Phase 1 engagement survey, we know that short-term rentals serve a need that is not limited to tourism. Short-term rentals are used to provide temporary accommodation for people travelling to Calgary for medical purposes, Calgarians transitioning in between homes, new Calgarians, and transitory workers.

## Questions

### Background:

The City of Calgary defines a 'short-term rental' as the business of providing temporary accommodation for compensation, in a dwelling unit or portion of a dwelling unit for periods of up to 30 consecutive days. A business licence is required to operate a short-term rental. However, there is a portion of listings that do not meet the current definition of short-term rentals because they operate outside the 30-days window.

**What do you think about changing the definition of short-term rentals to include the portion of listings that operate outside the 30-day window and are not currently regulated. (e.g., what do you see as benefits of this change, what concerns do you have)?**

[OPEN TEXT FIELD]



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## Background:

Currently, City of Calgary business licensing regulations do not restrict issuing a short-term rental business licence in dwelling units identified as affordable housing units. A 'dwelling unit' means one or more rooms used or designed to be used as a residence by one or more persons and containing kitchen, living, sleeping areas and includes access to sanitary facilities (i.e., a bathroom). We define 'affordable housing unit' as a dwelling unit legislated through a social housing program.

**What do you think about restricting short-term rentals from affordable housing units? (e.g., what do you see as benefits of this change, what concerns do you have)?**

[OPEN TEXT FIELD]

## Background:

Currently, short-term rental business licence fees are tiered, based on the number of rooms and/or occupants. However, unlike other business licence fees, the short-term rental fee does not consider whether the business owner resides in Calgary.

**What do you think about changing the business licensing fee model from fees based on number of rooms/occupants to fees based on whether the business owner is a Calgary resident (e.g., what do you see as benefits of this change, what concerns do you have)?**

[OPEN TEXT FIELD]

## Background:

A short-term rental company is any company facilitating or brokering short-term rental reservations online and receiving payment for this service (i.e., Airbnb, VRBO). Short-term rental companies are often referred to as 'short-term rental platforms'. Currently, short-term rental companies do not require a business licence to operate in the City of Calgary, nor are they required to pay a licensing fee.

**What do you think about The City requiring short-term rental companies to obtain a business licence (e.g., what do you see as benefits of this change, what concerns do you have)?**

[OPEN TEXT FIELD]

## Background:

The Short-Term Rental Study by the University of Calgary outlines a policy framework to help regulate the short-term rental (STR) market based on three broad policy objectives:

- Managing local impacts—housing affordability and preserving neighbourhoods;





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- Managing guest experience—guest safety/security and operational standards; and
- Managing city impacts—recover costs imposed by STRs and their guests on the city and on The City of Calgary to maintain/improve tourism and economic growth.

Within each policy objective, regulatory tools are available to municipalities to help regulate the short-term rental market. This background applies to the next series of questions.

### **Which of the following should The City prioritize when developing recommendations to Council? (Select up to three)**

- Housing Affordability
- Preserving Neighbourhoods (e.g., sense of community, community well-being)
- Guest Safety and Security
- Operational Standards (e.g., quality standards, guest experience)
- Recover Costs Imposed by STRs and their Guests on The City
- Maintain/Improve Tourism to Calgary
- Maintain/Improve Economic Growth to Calgary
- Other(s). Please explain/elaborate [OPEN FIELD, MAX 200 WORDS]

### **What other consideration(s) should inform short-term rental regulations in Calgary? (Select one or all that apply)**

- Calgary's housing market
- Calgary's long-term rental market vacancy rate
- Calgary's population growth
- Calgary's hotel vacancy rate
- Calgary's economic health
- Impact(s) on tourism
- Other(s). Please explain/elaborate [OPEN FIELD, MAX 200 WORDS]



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**Considering the current housing crisis, what do you think about limiting the number of short-term rental licences based on the vacancy rates (i.e., percentage of available units) in the long-term rental market (e.g., what do you see as benefits of this, what concerns do you have)?**

[OPEN TEXT FIELD]

**What do you think about restricting the number of short-term rental licences using a city-wide or community specific approach (e.g., what do you see as benefits of this, what concerns do you have)?**

[OPEN TEXT FIELD]

**Which of the following applies to you? Select all that apply.**

- As a current host of one or more short-term rentals (STRs) in Calgary
- As a former host of one or more STRs in Calgary
- As a current property manager of one or more STRs in Calgary
- As a former property manager of one or more STRs in Calgary
- As someone who plans to become a STR host in Calgary
- As someone who has stayed in a STR in Calgary
- As someone who lives near a STR in Calgary
- As someone who owns, operates or works for a business that is linked to the STR market (e.g., cleaning, staging, etc.) in Calgary
- As a Calgary resident who does not live near a STR and is not involved in the STR market in Calgary (e.g., does not host or manage a STR or work for a business linked to the STR market).
- As a representative of a STR platform
- Other (please specify):



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## What we heard

### Summary

#### **General Sentiment about Short-term Rentals (STRs)**

Participants generally fall into one of three categories: opposed to STRs, concerned but not necessarily opposed to STRs, and supportive of the STR market. Those opposed to STRs refer to nuisances (e.g., noise, disruption, frequent turnover in guests) to the surrounding neighbourhood, with some participants referring to negative experiences with a STR near their home. They are worried for the character of their neighbourhood, seeing a negative change since the introduction of STRs. Some also see them as a cause of low long-term housing supply and high rental and home sale prices. There is a desire among some participants to restrict STRs as much as possible and to go as far as banning them from Calgary. Others suggest that restricting STRs to only host-occupied units is sufficient to ease their concerns.

Other participants are specifically concerned about STRs managed by absentee hosts, especially those owned by corporations or individuals with multiple properties, which are seen as more problematic compared to host-occupied STRs. Some emphasize the importance of better oversight by, and accountability of, STR hosts to mitigate nuisances caused to neighbours and to ensure safe units for their guests. They see licensing and regulation as critical to oversight and accountability in the STR market. Some suggest STRs should be treated like hotels, subject to the same fees, levies, and taxes.

Those who are supportive of the STR market cite benefits of STRs to Calgarians, tourists and other visitors to Calgary, STR hosts and Calgary's economy. Some participants note STRs meet a need not met by hotels by providing affordable, convenient short-term accommodations to tourists, business visitors, medical visitors, newcomers and Calgarians requiring STRs for a variety of reasons. Others note that STRs are a small portion of housing units and/or that other factors are responsible for housing supply and affordability issues. This leads them to conclude that STRs should not be the focus for addressing these issues. For some participants, licencing and restricting STRs is viewed as an infringement of a property owner's right to decide how to use their property. It is argued that the market will self-regulate without the need for excessive government intervention.

#### **Perceived Benefits and Participants' Concerns about Expanded Licencing of STRs and Restrictions**

Participants note many benefits they see resulting from expanded licencing of the STR market and the introduction of restrictions. Improved licencing and regulation of STRs is seen as critical to ensuring they do not disrupt neighbours and the surrounding community and that they operate safely, as well as maintaining accountability of STR hosts and STR platforms. The additional licence fees and taxes that might be collected are anticipated to benefit Calgarians by offsetting The City's administrative costs for regulating the STR market and/or being used for services and programs such as affordable housing. Restrictions that favour Calgary-based STR hosts and/or that prevent affordable housing units from being used as STRs are seen as prioritizing Calgarians over tourists and non-resident STR hosts. Many expect that expanded



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licencing and restrictions on STRs will help address housing supply and affordability issues, particularly in the long-term rental market.

Participants have many concerns about expanded licencing of the STR market and the introduction of restrictions. Concerns are raised about the negative financial impact on STR hosts, particularly those who live on-site and/or rely on the income to pay their mortgage and/or bills. Some note the potential for overlap with long-term rentals (LTRs) and confusion for LTR landlords and STR hosts. Further licencing requirements and/or restrictions are predicted to lead to fewer STRs operating, with some mentioning STR platforms might withdraw from Calgary's market. The potential impact on tourists, other visitors and Calgarians who use STRs could be fewer accommodation options and higher rates, particularly if fee increases are passed onto STR guests. This is expected to have a negative impact on tourism and Calgary's economy. There is concern that expanded licencing and restrictions will not actually fix the housing supply and affordability issues.

## Detailed Results

### 1. Changing the definition of short-term rentals to include the portion of listings operating outside the 30-day window and are not currently regulated.

Participants' comments reflected the following themes and ideas:

#### Licensing and Regulation

- A perceived benefit of changing the definition so that all STRs are licenced and regulated is that it will improve safety of guests and accountability of STR hosts. The latter is seen as important in limiting the disturbance some STRs have on the surrounding community. Some think STRs should be treated like any other business, particularly hotels, in terms of licencing, regulation, fees and taxes. Others suggest all rental accommodations, regardless of length of stay, should be licenced and regulated.
- Suggestions for the number of days to be included in the STR definition is generally 3 months/90 days but some suggest up to 6 months or just under 1 year.
- Changing the definition is seen as closing gaps that allow some STR hosts to avoid licencing and regulation and increasing fairness for those who operate within the current definition and pay the required fees and taxes.
- Some participants assert that if a STR is safe, meets standards and is properly maintained, a licence should not be required at all.
- Changing the definition is viewed by some as adding complexity and more work to the licencing process, making it more challenging for some STR hosts. This is of particular concern with regard to individual STR hosts, compared to companies that have the financial and human resources needed to deal with that aspect of the business. There is some concern that this will more negatively impact STR hosts who are simply trying to supplement a low income, including but not limited to seniors.

#### Long-term Rental Market

- There is concern that changing the definition might mean an overlap with mid-term rentals (MTR) and long-term rentals (LTR). This is anticipated to cause confusion and challenges for landlords, possibly resulting in higher rental rates to account for the fees. There is interest in having clear definitions of STRs, MTRs and LTRs to avoid overlap and confusion in the markets.
- Another concern is that some landlords might cease to offer rentals if required to be licenced and regulated, furthering the difficulty in finding affordable LTRs.
- Some participants suggest rentals of more than 30 days are already captured by other legislation.

## **Benefits to The City of Calgary**

- Changing the definition and thereby increasing the number of rentals requiring a licence is anticipated to result in additional revenue for The City, which some say could be used to support more affordable housing. Another perceived benefit is that it will ensure STR hosts, particularly those who are not Calgary residents, are contributing financially to the city in which they are profiting. It is also seen as a way for The City to more accurately keep count of the number of STRs in the city and to better understand impacts of STRs on the housing market.
- Some participants see this as an opportunity for The City to unnecessarily collect fees with no actual benefit to Calgarians.

## **Government Overreach**

- Licencing of any rentals, regardless of the rental period, is seen as an example of The City infringing on a property owner's decision about to whom and for how long they can rent out their property. Some participants call for less regulation and fewer restrictions regarding property rental.

## **Impacts on STR Guests**

- STRs that exceed 30 days but are not LTRs are seen as meeting temporary housing needs for a variety of people other than tourists (e.g., contract workers, those seeking permanent housing, medical visitors, Calgarians renovating their permanent home). There is concern that defining, and thus licensing and regulating, these rentals as STRs could result in higher rental rates and less supply for those in need of this type of accommodation.

## **Housing**

- Some suggest that changing the definition and increasing the regulation of STRs of more than 30 days could result in some STR hosts switching to LTRs, which they see as beneficial for Calgary's housing supply and affordability. This is countered by those who argue it won't help the housing market or that it will worsen the housing situation.

Examples of participants' comments (note that comments have not been edited and appear as written by the participant):

- "I think they should be included because it's unfair to cherry pick who pays and who doesn't. If you want to be in the business of renting out accommodations you should be paying for all the

fees etc. that come along with it, remove the loopholes. They are a business like any other and should be expected to pay for a business license. I feel like this would deter the people looking for a quick and easy buck from buying properties to use as an STR, and would also keep them more accountable on having safe living conditions and good upkeep.”

- “I agree with regulating listings operating outside the 30 day window. This will provide protection to people who rent these STRs. Also provides the city with a means to monitor and tax these facilities.”
- “Expanding the definition of short-term rentals to include stays beyond 30 days could boost regulation, bring in more tax revenue, and create a fairer playing field for everyone. It would ensure all rentals are held to the same standards, improve safety, and help free up more housing for long-term residents by discouraging the use of homes solely for extended rentals. Overall, it’s a move that could provide more oversight and benefit local communities.”
- “One benefit — I think regulations are always important to avoid the rare exceptions for misuse of a rental property namely being that renters in the units that operate outside the 30-day window may not get the same rights and protection as those who rent in long term housing do. Concern: These rental units are important for renters because sometimes renters may need temporary long term stay like 2-3 or even 6 months if they work a contract job in the city or are moving between housings and need a temporary accommodation before moving to the new place that is not as expensive as hotels. Too many regulations may reduce home owners interest in renting out the units.”
- “I think it is good to regulate and have consistency across the short term rental market. It keeps those who price gouge from doing so, helps maintain regulations and standards across the market so vulnerable renters are not taken advantage of, and also creates revenue for the city by having them all get licensed. The obvious concern is creating too much red tape that someone may stop providing short term rental but if the system is clear and streamlined, it should be able to be adapted to.”
- “Changing the definition may impact hosts like myself. I rent a room in my home and have done for 10 years. Prior to 2020 I was hosting short term stays, 50% of my income was during Stampede. Since lockdowns lifted I started offering minimum 30 day stays. My guests are often young people on a working holiday visa, new Canadians or people with short term contracts in business or the arts. I provide them with a clean space reasonable rent and assistance getting to know the city. This is an important part of my income - especially since health concerns (long Covid) impacted my employment options. This model is also used by companies that organize student housing and / or senior co-housing. Those hosts also get guests through a website and receive compensation. Would any changes made impact these people? Roomers and boarders of any description may not be a significant business for the City’s purposes in terms of revenue creation but it is a significant income for those that offer it.”



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- “I disagree with changing the definition. A short-term rental is for stays that are 30 days or less. In my condo where STRs are not allowed, this would mean that I would have to lease my unit for year-long contracts and I have no desire housing people for that long. I want to be able to utilize my space whenever I like, when I do not have a tenant living in my space. If the definition changes, I would not be able to utilize my property for personal use as rentals for 2-3 months would be considered “short-term” therefore would not be allowed in my building.”
- “I think that long-term tenancies should be left outside the STR discussion because it is already difficult to draw a line. My concern lies in the difficulty to find a clear period that includes STRs and excludes LTRs. It creates a slippery slopes that could lead to a gradual erosion of LTRs owners property rights and their ability to generate revenues with their projects and properties. This could ultimately amplify the housing situation by driving investments and developers towards other markets.”



## 2. Restricting short-term rentals from affordable housing units.

Participants' comments reflected the following themes and ideas:

### Intent of Affordable Housing

- There is strong sentiment that STRs should not be allowed in affordable housing units because this type of housing should be available only to those who qualify for it. Profiting from subsidized housing is seen as inconsistent with the intent of this type of housing.

### Impacts on People with Low Incomes

- Some participants note that people with low incomes and/or in difficult financial situations sometimes need a STR (e.g., those waiting for their own affordable housing unit, people escaping domestic violence, students). They argue that typical STRs are unaffordable while STRs in affordable housing units could be manageable for them.
- There is some concern that this restriction will harm affordable housing residents who might use a portion of their unit (or their entire unit if they are away temporarily) to supplement their low income. This is viewed as preventing them from improving their financial situation.

### Government Overreach

- Restricting STRs from affordable housing units is seen as an example of The City infringing on a property owner's decision about how they use their property.

### Potential Exceptions

- Some participants suggest The City consider exceptions if proceeding with this restriction, such as:
  - o Allowing only a portion of the unit (e.g., a bedroom) to be a STR while the host also resides in the unit.
  - o Capping the STR rate in affordable housing units so that it is affordable to those with low income.
  - o Allowing STRs for guests who have low income or are experiencing a crisis that requires a STR at a reasonable rate.
  - o Allowing STRs in affordable units only at such time as there are vacant units due to a lack of need for them.

Examples of participants' comments (note that comments have not been edited and appear as written by the participant):

- "I am surprised that this has not already been implemented. Social housing programs are intended to provide affordable housing to residents, not businesses. As business owners, individuals operating short-term rentals should take full responsibility for their own costs. Restricting short-term rentals from affordable housing will free up more long-term housing for Calgarians who need it, and I believe it is paramount to increase housing affordability for as many Calgarians as possible in the midst of our current housing crisis."
- "Short-term rentals for affordable housing should be restricted and not allowed. The housing is just that affordable and should not be purchased and used for other purposes."
- "Affordable housing units are clearly needed for their intended purpose. Allowing them to be short term rentals potentially allows the intent and the needs of families and individuals requiring more affordable rental homes, not just short stay homes to be undermined. Regulations must consider the true purpose of affordable housing units as legislated through a social housing program and insure individuals and families are not being eliminated from these homes because the owner can make them short term."
- "Any restriction on the lowest income earners will result in more pressure on the people who are the most vulnerable. STR may be the only way to earn supplementary income since housing costs have doubled since 2015. Secondly STR income may be the only income some people are capable of earning. Preventing this income may lead some to rely heavier on other social assistance programs instead of gaining the taxes paid you would create a situation where taxes are now spent in support."
- "Allowing tenants in affordable housing units to operate STRs could offer them a way to generate supplementary income, helping cover rent, utilities, or other living expenses. This could provide financial relief for individuals or families in affordable housing, improving their quality of life. In certain cases, a tenant in an affordable housing unit may not always require full-time use of their dwelling. Allowing STRs may facilitate more efficient use of residential space, ensuring that units are actively used, even temporarily."
- "I think if the Affordable Housing Unit is occupied and the rental is a suite or room in that occupants home and they currently live there, it should not be restricted. People who live in affordable housing should have the right to supplement their income and improve their financial health. However I believe Affordable Housing units should not be used for the sole purpose of an STR, as that decreases the number of units for those who need them."
- "I believe that an affordable housing unit should primarily be used for full-time residents. I do not support a full restriction of their use for short-term rentals, but do think that the majority of the time an affordable home should be occupied by the people in need of affordable housing."



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- “The purpose of affordable housing units is to help low-income Calgarians. In the majority of cases this proposal would help ensure that purpose is fulfilled, however there are likely a small number of legitimate scenarios that such a proposal should be careful not to prohibit. Eg a low income resident subletting while temporarily out of town.”
- “Cutting off supply of necessary affordable temp housing for health professionals, single parents and patients (and their families). Luxury short term rentals owned by companies for profit are not attainable for those that truly need support.”

### 3. Changing the business licensing fee model from fees based on number of rooms/occupants to fees based on whether the business owner is a Calgary resident.

Participants' comments reflected the following themes and ideas:

#### Prioritizing/Favouring Local STR Hosts

- There is support for charging lower licensing fees to Calgary-based STR hosts, with some noting that favouring local hosts might discourage those who live outside of Calgary from buying homes in the city strictly for use as STRs. This is seen as a positive impact based on the belief that local STR hosts are more responsive to nuisance complaints and that it will improve housing supply and affordability for Calgarians.
- Others argue that non-local STR hosts should not be penalized for investing in Calgary and contributing to tourism and the local economy. There is the view that all STR hosts should be treated in a consistent and fair way, regardless of whether they live in Calgary. Some note that unless we charge a higher licensing fee to non-local owners of other types of businesses, this change is unfair.

#### City and Neighbourhood Impacts

- Changing the fee model to one that favours local STR hosts is expected to benefit Calgary based on the views that compared to non-local STR hosts, those who reside in Calgary:
  - o Are more invested in the city and their community,
  - o Are better able to respond quickly to issues, thereby contributing to community stability and neighbours' well-being, and
  - o Contribute more to the economy of Calgary.
- Others see the potential for this change to negatively impact Calgary's business-friendly reputation and investment in the city by non-residents, with some concerned that this will further reduce housing supply and affordability.

#### Impacts on STR Hosts

- A change in the licensing model is seen as adding unnecessary complexity to an already bureaucratic process, particularly for individual STR hosts with only one or two units compared to corporations that run many STRs. Some note the potential difficulty in implementing and monitoring a licensing model based on residency of the STR host and the possibility for loopholes that can be exploited by non-local STR hosts.
- There is some concern this will negatively impact certain types of STR hosts who do not live in Calgary but have a home in the city and use it as a STR when they are not using it. Examples

include people who periodically work in Calgary, former Calgary residents who visit the city frequently and 'snowbirds' who return to the city during the summer months.

## **Government Overreach**

- This potential change is seen as an The City penalizing non-local owners of property in Calgary who are using it in the same way that some Calgary residents use their property.
- Some participants view it as The City taking the opportunity to unnecessarily collect fees with no actual benefit to Calgarians.

## **Other Licencing Model Suggestions**

- While the proposed change to the STR licence fee model does not specify limiting licences to Calgarians, many participants think this should be the case, although some suggest allowing Albertans or Canadian residents to hold a licence is acceptable. Some think an additional requirement to hold a licence is that the STR host also live on the property.
- Another option put forth is a licencing fee model that includes both the number of rooms and/or occupants in a STR and whether the owner is a Calgary resident (e.g., fees based on rooms/occupants plus an additional fee for non-local STR hosts).
- Some suggest charging higher licencing fees to companies and non-local individuals operating multiple STRs in Calgary while charging a much lower fee to, or eliminating the fee for, individuals that operate only one or two STRs or who live at the property.

Examples of participants' comments (note that comments have not been edited and appear as written by the participant):

- "We need to be supporting Calgarians and keeping money local. It's better for our city if landlords/business owners are local and helping stimulate our economy here."
- "Yes I agree that STR companies where the owner lives outside of Calgary should be charged substantially more than owners who live in Calgary. Owners who live outside of Calgary do not have a vested interest in the impact their STR is causing on the neighborhood/city but are benefitting financially from the investment. Increased costs should encourage less outside owners to start STR in Calgary, therefore preserving the safety of the city/neighborhood where the STR is located."
- "Yes, there should be an additional cost for property owners renting out short-term rentals (STRs) who are not Calgary residents. If a Calgarian owns a home and operates an STR, they contribute to the city's economy through taxes and are invested in the community. Non-

Calgarians owning STRs are taking a home away from a Calgarian and driving up home prices. They may also not be contributing enough to the city's finances. I agree with implementing a fee based on residency."

- "Switching to a resident-based fee model could incentivize local ownership, encouraging Calgary residents to invest in businesses and fostering community involvement. It also simplifies the fee structure, making it easier to manage for both owners and the city. However, concerns include potential unfairness to non-resident owners who still contribute to the local economy and the possibility of reduced revenue if fees don't account for the scale of the business (rooms/occupants)."
- "I'm Calgarian so I see this is a benefit, however, I don't feel as though it's fitting to penalize outside investment as this typically results in decreased economic input from outside our city. We should do everything we can to encourage outside capital coming to our city."
- "The fee system should include both: whether the owner is a resident and how many rooms/occupants they have. Switching simply from being based on occupancy to residency will only give advantages to people who operate many STRs."
- "I think that it is a bit of a bad position to essentially overtax or over regulate STRs based on the owners place of residence. I dont believe that the current non distinction presents a problem to solve, in need of a solution. There may be many reasons an STR is offered by an out of town owner, ranging from owner's temporary relocation to properties purchased for student accommodations and put on the STR market outside of school terms. Over regulation of anything is generally not a good idea. Reasonable regulations and rules are best. Take BCs draconian blanket approach to STRs; the fallout is becoming evident is many areas with the drop in tourist dollars and, in addition, the onerous and rigid rules are causing hardship and unintended consequences. Currently, the Calgary rules, fees, etc., seem to be middle-of-the-road road with respect to balancing everyone's interests. Why create an issue to solve a non issue?"
- "This type of discrimination is unwarranted. Property taxes (and education taxes), endless city utility fees, etc. are paid on the property the same as every other property. Guests spend money and have an economic impact. The business fee should remain as "size based". Do multinational hotel chains pay more? Does it matter where their head office is? Publicly traded or privately owned?"
- "All business owners should be treated the same regardless of residency. Non-Calgary residents are still providing the same service as Calgary residents. No benefits to changing."

#### 4. The City requiring short-term rental companies (i.e., platforms such as Airbnb and VRBO) to obtain a business licence.

Note that some respondents misunderstood the question to be about licencing STR operators, which is already a requirement. Aside from those comments, participants' comments reflected the following themes and ideas:

##### **Fairness and Consistency**

- Many participants think any business operating in or profiting in Calgary should require a business licence, although some point out it would not be fair unless we also require a business licence of other similar platforms (e.g., Facebook Marketplace, Uber, Skip the Dishes). Some suggest looking into what other cities do regarding licensing of STR platforms to help inform this decision.

##### **Accountability**

- The perceived benefits of requiring a business licence of STR platforms include improving accountability of STRs operating in Calgary as well as The City's ability to monitor and regulate the local STR market. Accountability and City oversight is expected to ensure safety of STR guests and adherence to local regulations and to reduce nuisances to surrounding neighbours. Some participants note that licencing STR platforms might help The City identify STRs that are operating unlicensed and unregulated.
- Some see licencing of STR platforms as adding more complexity to the process and without any real benefit to STR platforms, hosts or guests.

##### **Impacts on STR Guests, Hosts and Tourism**

- It is anticipated that STR platforms will recover the licencing fee and associated administrative costs by increasing the fees they charge to STR hosts, who will then increase their STR rates to maintain their profit. It is argued that in the end, STR guests will be most impacted, potentially harming tourism and negatively impacting Calgarians in need of STR accommodations.
- Some participants express concern that platforms may choose not to advertise Calgary STRs if the licencing requirements and process are too expensive and/or complex. They see this resulting in fewer STRs and higher STR rates, negatively impacting tourism and Calgarians in need of STRs. Others expect this would negatively impact those who rely on their STR income, particularly those who make a modest amount by renting only a portion of their home as a STR.

## Benefits to The City of Calgary

- A potential benefit identified by participants is that the licencing fee would generate revenue for The City to help offset costs of regulating the STR market and/or to be used for City services and programs. Some, however, assert that requiring a business licence of STR platforms is an unnecessary 'cash grab' by The City. They note that STR hosts are already required to have a business licence, meaning The City would be 'double-dipping.'

Examples of participants' comments (note that comments have not been edited and appear as written by the participant):

- "Platforms registering helps with enforcing the regulations. If they profit off of hosts having to register, they should register too. And platform fees should be higher than individual host fees."
- "This could be a good idea that allows city bylaw officers to follow-up with the platforms when they are listing properties not compliant. They could also then be fined and their rights rescinded if they list properties not compliant. Yes, they should require a licence. They need to have some sort of accountability for the properties that end up on their platform."
- "If you need a business license to operate a short-term rental, short-term rental companies should also require a license. This would regulate the middle man that many people use to operate their short term rentals and add money back into the city."
- "I'm curious how this works in other cities, will VRBO and Air BnB continue to operate if they are required to have a business license? On the other hand I think I is a good source or income for the city to collect these licensing fees as this could be put into a fund to actually build and provide affordable housing for our residents."
- "Is this commonplace in other cities, or would this make Calgary an outlier? These platforms are large companies, so if this is common elsewhere, it doesn't seem like a bad idea. I would suspect those costs would be passed on to the renters in the end, so the impact of that should be considered."
- "I disagree with requiring short-term rental companies to obtain a business license in Calgary. Calgary is not a high-demand year-round tourist destination. Imposing this requirement will create more bureaucracy and hurdles without providing benefits. It would place unnecessary burdens on these platforms, potentially discouraging their use and limiting options for hosts and guests."
- "It is a major concern. If these platforms are inconvenienced in any way, such as having to pay for a license, this fee will either be passed on to the rental owners, who already have to pay for their own license, or it will no longer allow Calgarians to post on their platform. Neither would benefit the average Calgarian short term rental owner."





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- “Basically you are proposing double taxing. First you tax the person who is making the space available (business licence), and then the same for the umbrella company (platform). There are people who need or want this platform to make their homes more affordable. Charges to platforms will be reflected in the fees charged for their services to the people operating the units, and therefore to the users. You are basically trying to price them out of the market. Why? If they are permitted, I do not think it is appropriate for the city to over tax them. You could split the business fees between the platform and the unit owner, but do not double it. Other than a licence cost, these units cost the city nothing, and are a way for many people to legitimately see income from their own investments.”

## 5. Priorities for developing recommendations to Council.

Multiple selections were allowed. While all the priority options were popular among participants, they tended to prioritize ‘preserving neighbourhoods (e.g., sense of community, community well-being)’ and ‘housing affordability.’ However, many also chose ‘recover costs imposed by short-term rentals and their guests on The City,’ ‘maintain/improve tourism,’ ‘guest safety and security’ and ‘operational standards (e.g., quality standards, guest experience).’ Among those who chose ‘Other,’ priorities were mainly about supporting the STR market in Calgary or about restricting the STR market and/or ensuring the safety and well-being of neighbours near STRs.



Note: Data labels are omitted to emphasize the relative preference of each option rather than the specific number of participants that selected an option.

## 6. Other considerations that should inform short-term rental regulations in Calgary.

Multiple selections were allowed. ‘Calgary’s housing market’ and ‘Calgary’s long-term rental market vacancy rate’ were the most popular choices. Still, many selected ‘Calgary’s population growth,’ ‘Calgary’s economic health,’ ‘impact(s) on tourism’ and ‘Calgary’s hotel vacancy rate.’ Among those who chose ‘Other,’ considerations were mainly about benefits of STRs to Calgary and supporting the STR market or about the safety and well-being of neighbours near STRs and restricting the market.



Note: Data labels are omitted to emphasize the relative preference of each option rather than the specific number of participants that selected an option.

## 7. Limiting the number of short-term rental licences based on the vacancy rates (i.e., percentage of available units) in the long-term rental (LTR) market.

Participants' comments reflected the following themes and ideas:

### Housing

- Many of those who support the idea of limiting STR licences based on the LTR vacancy rate say it will improve housing supply and affordability in Calgary by returning some units to the LTR market. They assert that STRs reduce the availability of long-term housing, making it difficult for Calgarians to find affordable housing. STRs are seen as a cause of inflated home prices and rental rates and the assumption is that fewer STRs in Calgary will mean more affordable housing options.
- Some see it as prioritizing Calgarians' housing needs over tourists/visitors and those who profit from STRs. Others note that people visiting Calgary can use hotels and leave housing for Calgarians who need it. The opposing argument made by some participants is that STRs can be more affordable than hotels, making it a preferred (and in some cases, the only) option for visitors to Calgary.
- Many participants argue that it will improve housing supply and affordability based on views such as:
  - o STRs are such a small portion of the housing market that a reduction in STRs won't make much difference.
  - o The housing crisis is caused by factors unrelated to STRs (e.g., immigration policy, high interest rates, bureaucratic process required to build new homes in Calgary) and until those factors are addressed, there will not be a substantial or sustainable solution to housing supply and affordability.
  - o STR hosts might not actually switch to LTRs if not allowed a licence for STR, thereby not adding a unit back into the LTR market but removing a unit from the STR market. For example, someone who requires the unit be available to them some of the time might leave the unit empty rather than switch it to a LTR.
  - o Many STRs are in luxury housing units and would be unaffordable to most people as LTRs if they were moved to the LTR market.

### Impacts on STR Guests and Tourism

- STRs are seen as benefiting the city by offering affordable temporary housing that meets needs not met by LTRs and hotels (e.g., for contract workers, new immigrants looking for permanent housing, people travelling to Calgary for medical purposes, Calgarians needing to vacate their

home temporarily for renovations or repairs). Limiting STR licences based on LTR vacancy rates is expected to leave these people with fewer options and higher rates.

- Some participants say that limited STRs could also negatively impact tourism and the related economy if visitors to Calgary have fewer affordable accommodation options. This change could also mean less competition for hotels, allowing them to increase their rates.
- There is concern that this proposed change will lead to unlicensed and therefore unregulated STRs, resulting in the potential for unsafe STR units.

### **Impacts on STR Hosts**

- While some think allowing the STR market to fluctuate with the LTR vacancy rate is a good idea, others note the complexity and challenges with implementation and sustainment. It is anticipated there will be a significant delay between a decline in the vacancy rate and the issuance of STR licences, causing confusion and uncertainty for existing and potential STR hosts.
- There is concern about a potential negative impact on STR hosts' income, particularly those who rely on it to supplement their income/pay their bills.
- Some participants note the potential for unfairness with this change. They are concerned about how STR applications will be evaluated and selected to receive a licence, seeing the opportunity for favouritism. Some wonder if this change means STR licences would be revoked if the vacancy rate increases and then declines again.
- Some assert this will add even more layers of complexity to a process they see as time-consuming and challenging enough as it is.

### **Government Overreach**

- Restricting the number of STRs based on the LTR vacancy rate is seen as an example of The City infringing on a property owner's decision about how they use their property.
- Some participants assert that the number of STRs should be left to the market to regulate and determine supply and demand, self-correcting when needed. For example, it is argued that if the STR market becomes over-saturated, it will drive down the STR rates (benefiting guests) and some hosts will choose to switch to LTR (benefiting those seeking LTRs).

### **Other Suggestions and Considerations**

- Some participants suggest that a licence restriction based on LTR vacancy rates should exclude those who rent only a portion of their home while also living in it. These STR hosts are not perceived to be impacting the LTR vacancy rate and are seen to be trying to earn some supplemental income (as opposed to hosts who are profiting greatly from STRs).

- Another variation of the proposed change is to only limit STRs that are single-family homes or units in a residential neighbourhood. Others suggest limiting licences based on the area/neighbourhood, allowing fewer licences in areas more appealing to long-term renters, like downtown, when the LTR vacancy rate is high.
- Some think this change should be taken a step further by limiting the number of licences that can be held by a single person or, particularly, by a company. Prioritizing Calgarians when issuing or revoking licences is also seen as something that should be considered.
- Alternative suggestions for addressing the housing supply and affordability issue, based on the view that the housing crisis is caused by factors unrelated to STRs (e.g., immigration policy, high interest rates, bureaucratic process required to build new homes in Calgary), include:
  - o Building more housing, particularly in more affordable areas of the city.
  - o Lowering fees and reducing delays in the approval process for building new housing units.
  - o Incentivizing builders to construct housing that is affordable as opposed to units specifically intended to be used as STRs.
  - o Building more hotels to drive down hotel rates and making it a more affordable option for short-term stays.

Examples of participants' comments (note that comments have not been edited and appear as written by the participant):

- "Yes. This should definitely be a thing. Lots of people are struggling to find housing (especially pet friendly), in the city. Controlling the amount of short term rentals, may clear up a few spaces for more long term Calgarians that need housing. Possibly helping the homelessness and shelter rates. There are no concerns, short term rentals aren't needed in my opinion - as hotels and motels exist and plenty of them."
- "I think this is a good idea. Limiting STR to allow for more availability of LTR will mean more inventory for residents, and potentially drive costs for LTR down."
- "Limiting the number of investment properties that are used as short term rentals, for people that don't even live in the city, need to be harshly restricted when residents that actually live in the city are facing 20+% rent increases and can barely afford to live in the city as it is. Are the short term rentals and investment properties for people that don't live here more important than residents?"
- "This is all beneficial. I believe less investment will drive down housing costs, make long-term rentals more affordable, and raise availability. There is no downside to this."
- "I see no benefit to this proposal. STR units in Calgary represent a minuscule part of the rental market. In addition, many of these units exist in owner occupied homes, such as seniors with an

extra room that need additional seasonal income and should not be considered as part of the actual long term rental market. I would advise you to look at the actual number of units that could be available as long term units and compare it the numbers in the actual long term rental market. I think you will find that STR rental represent an extremely small part of the rental market, and it makes no sense to further regulate them based on perceived notions that they are a significant draw on the affordable rental market.”

- “Nice idea, but how is this monitored & regulated? It'll cost a fortune and will always be behind, unable to pivot with changing circumstances. Think about the wildfire season - nobody knows how many will need temporary housing, when, or for how long. How does a regulatory system pivot for that? It doesn't, or definitely not easily. Tourists book places up to a year in advance. So how do you manage it if you need to go from 2000 units to 1500, but 1800 are already booked? The reputation of the city would be shredded.”
- “The short term rentals are providing and contributing to the solution of the housing crisis. A lot of new immigrants, temporary project workers in the city, and overseas students are relying on these rentals to fill in the gap in between hotels and the long term rentals. A lot of the times it is actually cheaper for companies to rent a short term rental than separate hotel rooms for workers that need to work on assignments and or projects in Calgary. Limiting the number of short term rental licenses will not solve the housing crisis but make it worse.”
- “I don't see these many/most STRs being easily turned into long term dwellings. Let the market determine when we have enough STRs. Landlords will transition to long term rentals when it is economically advantageous for them.”
- “While I understand the concerns about the housing crisis, I believe limiting short-term rental licenses based on vacancy rates in the long-term rental market is not the right solution. Short-term rentals provide valuable options for tourists and business travelers, and for property owners like myself, they offer a flexible way to generate income. Restricting licenses could hurt those of us who rely on this business, without effectively addressing the root causes of the housing shortage, which are more complex and tied to supply and affordability issues. Instead of limiting short-term rentals, a better approach would be to focus on increasing long-term housing supply through development incentives and smart urban planning. This way, I and others can continue operating our short-term rentals while addressing housing concerns in a more sustainable way.”

## 8. Restricting the number of short-term rental licences using a city-wide or community specific approach.

Participants' comments reflected the following themes and ideas:

### Neighbourhood Impacts

- A perceived benefit of restricting the number of STRs using a city-wide or community-specific approach is a positive impact on neighbourhoods in terms of maintaining the character of the community and the safety and quality of life of long-term residents.
- Some participants support distributing STRs more evenly throughout the city and reducing the concentration in certain neighbourhoods. Others, however, note that some communities are more attractive to STR guests (e.g., near or in downtown) and/or are better suited for STRs (e.g., areas with ample parking), so it makes sense to have more STRs located in those areas.

### Housing

- Some participants assert that restricting the number of STRs using one or a combination of the approaches will improve housing supply and affordability for Calgarians by returning some units to the long-term rental (LTR) market or the sale market. Others think that restricting STRs will not help the housing situation, with some arguing STRs are a very small portion of rentals and therefore a reduction in them will not make a noticeable difference in the LTR market.

### Government Overreach

- Restricting the number of STRs using either a city-wide or a community-specific approach is seen as an example of The City infringing on a property owner's decision about how they use their property.

### Impacts on STR Guests and Tourism

- STRs are seen as meeting a need that LTRs and hotels do not (e.g., for contract workers, new immigrants looking for permanent housing, people travelling to Calgary for medical purposes, Calgarians needing to vacate their home temporarily for renovations or repairs). There is concern that limiting STR licences either city-wide or by community will result in fewer options and higher rates for those in need of affordable short-term accommodations.
- Some participants argue that restricting the number of STRs will also negatively impact tourism and the related economy by driving up STR rates. Others see restrictions as leading to hotels to increasing their rates because of less competition.
- There is concern that using either approach will result in unlicensed and therefore unregulated STRs, compromising the safety of STR guests.



## **Impacts on STR Hosts**

- A concern raised about restricting STRs is that it will negatively impact STR hosts who rely on their STR income to pay their mortgage and/or bills.

## **Implementation and Sustainment**

- Some participants suggest the implementation and sustainment of restrictions will be challenging and costly, particularly if a community-specific approach is used. In addition to the anticipated complexity, there is also concern about lack of fairness regarding who is granted a licence to operate a STR.

## **City-wide vs. Community-specific Approach**

- Some participants prefer a city-wide approach while others express a preference for a community-specific approach. The city-wide approach is seen by some as being less likely to pit communities against each other and less likely to result in organized community groups lobbying to restrict STRs in their neighbourhood(s). Some expect that a community-specific approach will distribute STRs more evenly throughout the city and prevent a concentration of STRs in neighbourhoods. Others interpret it to mean that the number of STRs would vary by community, with some having more STRs depending on factors such as suitability and demand for them (e.g., downtown, close to Transit) and others having few to none (e.g., suburban communities).

## **Other Suggestions and Considerations**

- Suggestions for restricting STRs include:
  - o Setting the limit for STR licences to be the same in every community.
  - o Determining the number of STR licences per community based on factors such as density, population size, proportion of residential properties, proximity to amenities and community members' input.
  - o Restricting STRs to only specific communities (e.g., inner city) or areas of the city (commercial zones).
  - o Restricting STRs to only certain types of dwellings (e.g., condo/apartment buildings) or to host-occupied residences.

- Suggested alternatives to restricting STRs include:
  - o Improving regulation of STRs to ensure they comply with requirements and that they are not causing a nuisance in the neighbourhood.
  - o Building more homes and/or hotels.

Examples of participants' comments (note that comments have not been edited and appear as written by the participant):

- "Short-term rentals can create safety concerns and comfort concerns for current residents of a neighborhood. People who stay in short-term rentals do not feel a need to be concerned about neighbors or by-laws. Having restrictions in place is important."
- "I think this would be a good solution to limit the number of short term rental units and increase the number of available long term rentals."
- "Yes! I think suburban neighborhoods should have restrictions as they are usually for families/residents but urban neighborhoods attract tourists and business visitors."
- "Yes, although I'm concerned about how these restrictions would be implemented. A community-specific approach would be better but based on amenities rather than on density. Downtown is a residential community as well, this tends to be ignored. The City always prioritizes businesses over residents downtown and in the inner city. This is unfair and unreasonable."
- "This is a terrible idea and i don't see any benefit to this idea. It's hard for some people to understand but those basement airbnbs provide affordable access to visitors to the city and means for cash strapped property owners to make a few extra dollars without forcing them to be long term landlords. The presence of the airbnbs also provides competition to the hotel sector which most of the market share belongs to corporate chains. Airbnbs also provides a pathway for property owners to become landlords, most people I know who Airbnb their places eventually transitioned to renting to a long term tenant. Which net result was another rental housing unit."
- "Again, I want to voice out my concern about restricting the number of short term rental licenses. I am AGAINST this regime. The short term rentals are providing and contributing to the solution of the housing crisis. A lot of new immigrants, temporary project workers in the city, and overseas students are relying on these rentals to fill in the gap in between hotels and the long term rentals. A lot of the times it is actually cheaper for companies to rent a short term rental than separate hotel rooms for workers that need to work on assignments and or projects in Calgary. Newcomers need a kitchen, and more comfortable space than a small hotel room as they try to find a longer term place to settle in the city. Limiting the number of short term rental licenses will not solve the housing crisis but make it worse."
- "0.33% of the total rental supply in Calgary are full time short term rentals. Banning, restricting, or further constraints on STR would not have any impact on the long term rental supply. There



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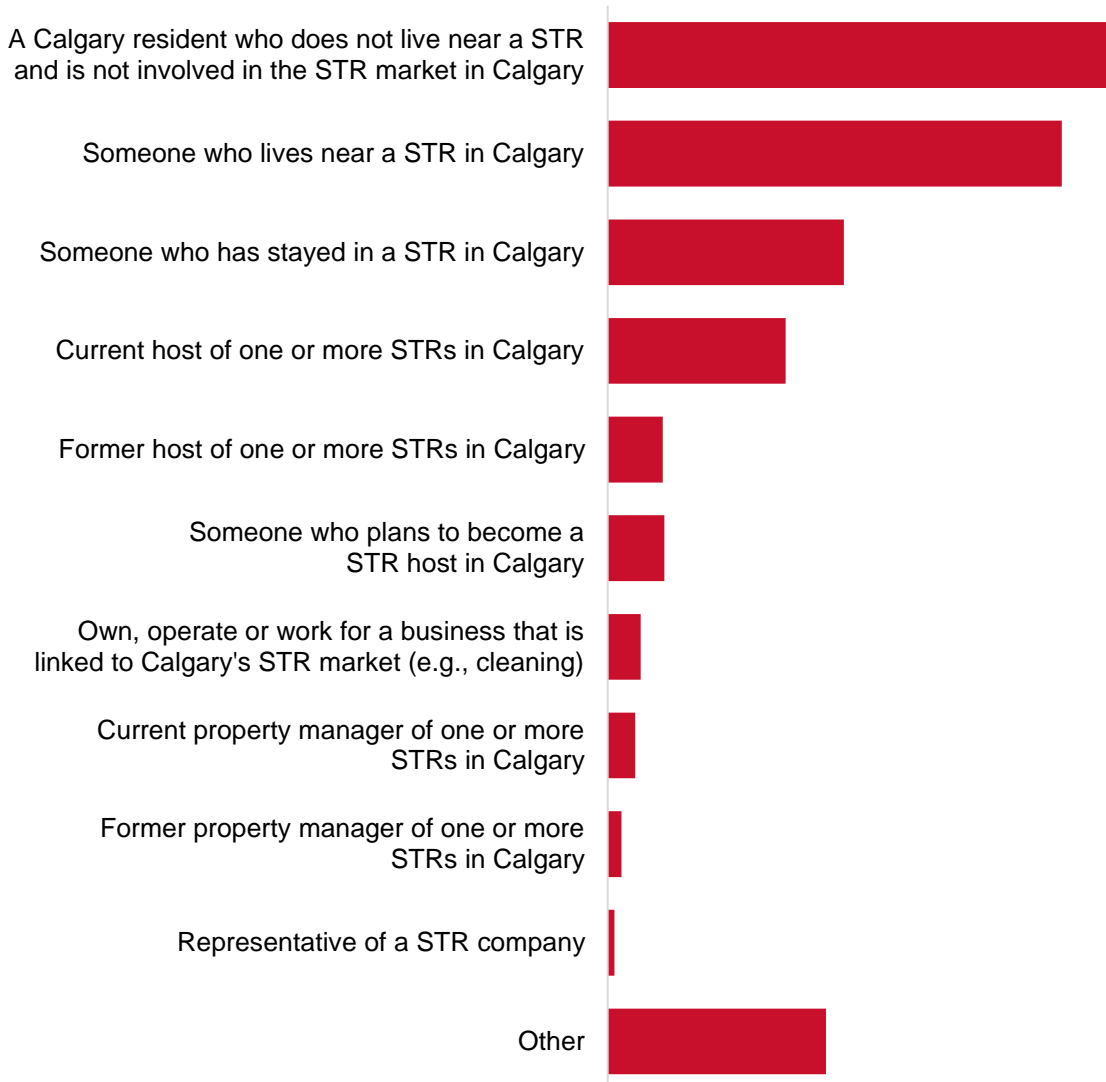
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are studies from municipalities that are showing the negative impacts from banning short term rentals. Kelowna say a 50% reduction in tourism which impacted their economy significantly while hotels charged significantly more due to lack of short term rental supply.”

- “There are no benefits to restricting them. If they’re making money than that means the demand is there. If not, they’ll fizzle out and return to long term rentals or sell due to lack of demand. As soon as the govt interferes the price goes up as entrepreneurs exit the game or only businesses survive and therefore the level of care in the rental units go down but price remains the same. Just stay out of it and allow supply and demand to dictate the market.”

## 9. Participant Relationship to the STR Market in Calgary

Multiple selections were allowed. Participants represented various perspectives, with Calgary residents who do not live near a STR and are not involved in Calgary’s STR market and Calgarians who live near a STR being more prevalent than others. Among those who chose ‘Other,’ responses were generally related to those provided as options in the list, although some identified as a renter and some indicated their perspective was that of someone who uses STRs when they travel outside of Calgary.



Note: Data labels are omitted to emphasize the relative preference of each option rather than the specific number of participants that selected an option.



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## Next steps

City of Calgary Administration will review the engagement feedback and the University of Calgary's research and data analysis to prepare short-term rental regulatory recommendations for Council. The recommendations will be brought to the Executive Committee of Council in December 2024.

## Verbatim comments

Due to the volume of input received, verbatim comments are reported in a separate document: [Short-term Rental Phase 2 Engagement Verbatim Comments](#).